

ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of Invention

Script Compliance and Quality Assurance Based on Speech
Recognition and Duration of Interaction

Application Number : 10/668678
Confirmation Number: 1052
First Named Applicant: Mark Pettay
Attorney Docket Number: PAT-008D
Art Unit: 2641
Examiner:
Search string: (6868154 or 6167255).pn



US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
LS	1	6868154	2005-03-15	Stuart			
LS	2	6167255	2000-12-26	Kennedy, III			

Signature

Examiner Name	Date
Leonard Sant - GJR	04/12/07

Approved for use through 07/31/2008. OMB 0651-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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Sheet	1	of	1
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Application Number	10/688,678
Filing Date	23 September 2003
First Named Inventor	Mark Penay
Art Unit	9644-2626
Examiner Name	Not Known
Attorney Docket Number	PAT-008D

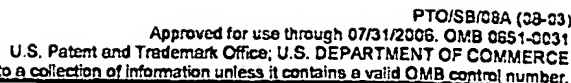
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Examiner Signature	Leonard Saint-Leger	Date Considered	04/12/17
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Substitute for form 1449/PTO

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Application Number	10/668,678
Filing Date	23 September 2003
First Named Inventor	Mark Pettay
Art Unit	2641 2626
Examiner Name	Not Known
Attorney Docket Number	PAT-008D

U. S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No.	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ *Number ⁴ **Kind Code ³ (if known)				
<i>LS</i>	41	WO 2001/52510	0719-2001	Blair		

**Examiner
Signature**

Leonard Saint - an

Date .
Considered

04/12/02

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Application Number	10/668.678
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Filing Date	23 September 2003
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First Named Inventor	Fonda Narke
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Art Unit	2644-2020
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Examiner Name	Not Known
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Attorney Docket Number	AT-008D
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Examiner Initials*	Cite No. 1	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
LS	16	US- 4860360	08/22/1989	Boggs	
	17	US- 5287429	01/15/1994	Watanabe	
	18	US- 5434949	07/18/1995	Jeong	
	19	US- 5504805	04/02/1996	Lee	
	20	US- 5535261	07/09/1996	Brown et al	
	21	US- 5625748	04/29/1997	McDonough et al	
	22	US- 5664050	09/02/1997	Lyberg	
	23	US- 5842163	11/24/1998	Weintraub	
	24	US- 5895447	04/20/1999	Ittycheriah et al	
	25	US- 5920838	07/06/1999	Mostow et al	
	26	US- 5951646	09/14/1999	Brandon	
	27	US- 6058363	05/02/2000	Ramalingam	
	28	US- 6064963	09/05/2000	Gainsboro	
	29	US- 6115683	09/05/2000	Burstein et al	
	30	US- 6115693	09/05/2000	McDonough et al	
LS	31	US- 6163768	12/19/2000	Sherwood et al	
	32	US- 6567787	05/20/2003	Walker et al	
	33	US- 6738740	05/18/2004	Barash	
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Date _____

Considerent

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First Named Inventor	Fonda Narke
Art Unit	2644-2626
Examiner Name	Not Known
Attorney Docket Number	PAT-008D

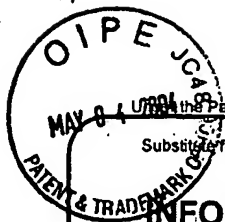
NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
LS	34	MCKAY, JASON P., Cyber Calling Cards, www.commweb.com, 01/22/2001.	
LS	35	NICE SYSTEMS, NiceLog, www.nice.com, 2001.	
LS	36	WITNESS SYSTEMS, Witness Systems Helps Improve Customer Service for Contact Centers Deploying Thin Client Architectures, Press Release, 03/06/2001.	

Examiner Signature	Leonard Samb-Gun	Date Considered	04/18/07
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Application Number	10/668,678
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First Named Inventor	Fonda Narke
Art Unit	2641 2826
Examiner Name	Not Known
Attorney Docket Number	PAT-008D

Sheet 1 of 1

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
LS	1	US- 5634086	05-27-1997	Rtischev, Dimitry	
	2	US- 6401066 B1	06-04-2002	McIntosh, Jonathan	
	3	US- 5838768	11-17-1998	Sumar, Gulamabbas	
	4	US- 5666157	09-09-1997	Aviv, David G.	
	5	US- 6370508 B2	04-09-2002	Beck, Christopher	
	6	US- 6604075 B1	08-05-2003	Brown, Michael K.	
	7	US- 6058303	05-02-2000	Astrom, Bo Arne	
	8	US- 6501956 B1	12-31-2002	Weeren, Eric	
	9	US- 6144938	11-07-2000	Surace, Kevin J.	
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FOREIGN PATENT DOCUMENTS

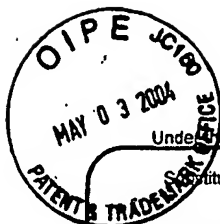
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	7 ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				

Examiner Signature	Leonard Sambor	Date Considered	04/12/07
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Application Number	10/668,678
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First Named Inventor	Fonda Narke
Art Unit	2841 26 26
Examiner Name	Not Known
Attorney Docket Number	PAT-008D

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		Number-Kind Code ² (if known)			
LS	10	US- 6359971 B1	03-19-2002	Raziel Haimi-Cohen	
	11	US- 5872834	02-16-1999	Neil Teitelbaum	
	12	US- 6275940 B1	08-14-2001	Jim G. Edwards	
	13	US- 6650736 B1	11-18-2003	Nicholas K. Unger	
	14	US- 5819029	10-06-1998	Jim G. Edwards	
LS	15	US- 6070241	05-30-2000	Jim G. Edwards	
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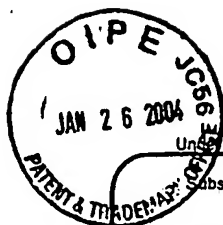
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Sheet 1 of 4

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Application Number	10/668,678
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First Named Inventor	Fonda Narke
Art Unit	2641-2628
Examiner Name	Not Known
Attorney Docket Number	PAT-008D

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LS	B	US- 6094476	07-25-2000	Peter Hunt	cited in parent
	C	US- 6049602	04-11-2000	Mark Jeffrey Foladare	cited in parent
	D	US- 6119084	09-12-2000	Tracy Roberts	cited in parent
	E	US- 6266640	07-24-2001	Laurence J. Fromm	cited in parent
	F	US- 3752904	08-14-1973	Nelson J. Waterbury	cited in parent
	G	US- 4752676	06-21-1998	Eugene Leonard	cited in parent
	H	US- 4993068	01-12-1991	Gerald V. Piosenka	cited in parent
	I	US- 5153918	10-06-1992	Gregory Tuai	cited in parent
	J	US- 5412727	05-02-1995	Jerome Drexler	cited in parent
	K	US- 5513250	04-30-1996	Alex McAllister	cited in parent
	L	US- 5581630	12-03-1996	Walter C. Bonneau	cited in parent
	M	US- 5638430	01-10-1997	Steven J. Hogan	cited in parent
	N	US- 5862325	01-19-1999	Drummond Shattuck Reed	cited in parent
	O	US- 5884262	03-16-1999	Laird H. Wise	cited in parent
	P	US- 5903225	05-11-1999	John C. Schmitt	cited in parent
	Q	US- 5915001	06-22-1999	Premkumar V. Uppaluru	cited in parent
	R	US- 5987155	11-16-1999	Christopher S. Dunn	cited in parent
	S	US- 6011858	01-04-2000	Michael J. Stock	cited in parent
	T	US- RE36,580	01-22-2000	Charles A. Bogosian	cited in parent

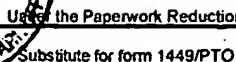
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Attorney Docket Number	PAT-008D

U. S. PATENT DOCUMENTS

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[illegible]

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Attorney Docket Number		PAT-008D	

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
LS	AD	VoicePrint Security for Credit Cards, IBM Technical Disclosure Bulletin, 01-1994, pgs. 189-190, vol. 37, publication number 2B. (cited in parent)	
	AE	PriceInteractive Launches Most Reliable Anti-Slamming Service New Enhanced Third Party Verification (TM) Solutions Cut Carrier Costs By More Than Half, PR Newsire via NewsEdge Corporation, 07-01-1999. (cited in parent)	
	AF	Fast Talk Communications, Fast-Talk and VorTecs Join Forces to Unveil New Quality Management Solution, Press Release, www.fast-talk.com, 10-24-2001.	
	AG	CMP MEDIA, SER Acquires VorTecs, Move Adds CTI and Speech Rec to SER's Outbound Capabilities, www.cconvergence.ocm, 03-27-2003.	
	AH	CMP MEDIA, Enhanced Quality Monitoring Tools, VorTecs Has Integrated Fast-Talk's Phonetic Search Engine Into its Spot It! and Mine It! Software Applications, www.cconvergence.com, 11-12-2002.	
	AI	ROY TWERSKY, How Speech Analytics Solutions Help Telemarketers and Contact Centers, www.utopy.com, 08-11-2003.	
	AJ	HILL, KIMBERLY, Autonomy Digs Into Contact-Center Market, www.crmdaily.com, 05-20-2003.	
	AK	VOICELOG, VoiceLog Announces Web Interface for Verification Retrievals and Audio Playback, Press Release, www.voicelog.com.	
	AL	VOICELOG, VoiceLog Announces Dual Channel Recording New System Enhances Fraud Protection for Third Party Verification, Press Release, www.voicelog.com, 01-04-2000.	
LS	AM	VOICELOG, VoiceLog Goes To the End of the Earth to Review Third Party Verification, Press Release, www.voicelog.com, 02-29-2000.	

Examiner Signature	<u>Leonard Sount-4a</u>	Date Considered	<u>04/12/07</u>
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1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known	
		Application Number	10/668,678
		Filing Date	September 23, 2003
		First Named Inventor	Fonda Narke
		Art. Unit	2641-2026
Examiner Name	Not Known		
Sheet 4 of 4	Attorney Docket Number	PAT-008D	

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
LS	AN	VOICELOG, VoiceLog Announces Inbound That Delivers, Press Release, www.voicelog.com, 10-02-2000	
LS	AO	VOICELOG, VoiceLog Announces "Pay As You Go" Call Logging, Press Release, www.voicelog.com, 06-26-2003.	

Examiner Signature	Leonard Samb - 40	Date Considered	04/12/07
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Substitute for form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Complete if Known

Application Number	10/668,678
Filing Date	September 23, 2003
First Named Inventor	Mark Pettay
Art Unit	Not Known 2628
Examiner Name	Not Known
Attorney Docket Number	PAT-008D

Sheet	1	of	1
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U. S. PATENT DOCUMENTS

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**Examiner
Signature**

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